

CURRICULUM VITAE

Reinier Sjouw

Analytically sharp project manager and quality consultant, combining a keen eye for detail with the ability to keep an overview of the project as a whole. In the roles of project manager and of quality consultant I have been responsible for successful completion of both technically and commercially critical projects. I am experienced in giving presentations on use, set-up and practical implementation of quality systems in different environments. An established user of project management methods such as "Cortex" and "Probaat", and registered "Prince2 Practitioner".

Experience in ICT built up since 1984.

RESPONSIBILITIES AND ACHIEVEMENT

Senior project manager ERP implementations

Responsible for successful implementation of Exact's ERP and empowerment systems in medium sized to large companies, within budget and time limits whilst complying with agreed quality requirements.

Project manager software house

Responsible for delivering ICT projects within budget and time limits whilst complying with agreed quality requirements. Also, in the role of bid manager, responsible for bids on EU regulated Public Procurement Tenders for bids ranging between 5 and 40 million euros.

Board member for ICT

Responsible for ICT and fund raising policies. Also responsible for drafting and implementing the transport policy for all institutes which fall under the umbrella of the DVMO.

Project Manager change management

responsible for

- introduction of an (ITIL-based) incident and change management system, initially defining form-based procedures, to subsequently lead the selection, purchase and introduction of supporting tools.
- Introduction of structured (T-Map) testing of Business Intelligence systems.
- co-ordinating activities of twelve application managers and liaising operations with the outsourced data centre;

Project Leader Change Management

responsible for introducing procedures for Quality management and Change management in the (100+ man year) project Ecapacity; for introducing a supporting toolset (the Rational Unified Process tools) to the project.

Department Manager SOA based middleware construction

responsible for re-shaping the research project "Mobicconnect" into a small factory for building Service Oriented Architecture interconnections; for recruitment and training of project staff, growing the team to 25 people; for implementing 12 projects, implementing a quality system leading to a strongly increased MTBF, and for setting up a training programme for new team members and middleware application managers.

Consultant Subscription advice

responsible for conducting an analysis into improving the quality of the so-called "subscription advice", which KPN Mobile supplies for certain mobile phone subscriptions products. Also responsible for developing and implementing the subsequent project plan for improving the Subscription Advice Tool.



PROJECT REFERENCES

Exact 2007

Exact is in the world-wide top twenty ERP suppliers. In the Netherlands, Exact's software is one of the most broadly used systems.

Ordina (2006)

Ordina is one of the largest software houses operating in the Netherlands, aiming solely at the Benelux market. Ordina is also an accredited training organisation for project management methods.

DVMO (2004-2006)

DVMO promotes education according to the principles laid down by Maria Montessori. Currently, DVMO runs primary and nursery schools.

KPN FIS 2002- December 2004

KPNS FIS is responsible for managing Oracle Financials and Oracle Applications, as well as for development and maintenance of Business Intelligence applications.

KPN BU CN 2001

Ecapacity is a project based on KPMG's SOA methodology. This method deploys standard software packages, which are then interconnected by means of TIBCO middleware.

KPN Mobile 1999-2000

KPN Mobile has decided to introduce 3-tier IT-architecture. The middleware required for this is built using the Forté OO-development environment for application adapters and using the Forté Conductor for building work flows.

KPN Mobile 1999

The subscription advice tool was a critical business application. Errors in the advice provided would have resulted in damage to brand name KPN mobile.

Auditor Millennium project Dutch Courts

responsible for

- defining quality criteria for, and for monitoring quality of, the millennium projects in the different parts of the judicial organisation in the Netherlands.
- conducting reviews and audits on both quality plans as well as the implementation thereof at the courts around the country.

Consultant departmental reorganisation

Defined the work methods within the "Facilitair Bedrijf Arbeidsvoorziening" for supplying IT services to organisations outside "Arbeidsvoorziening". In addition to that, I was responsible for setting up guidelines and procedures, as well as template Service Level Agreement proposals and template SLA implementation plans. This enabled the organisation to successfully implement the new working practice.

Broadcasting Software Trainer

Developed and presented, with just one weekend available for preparation, a course for training staff of the East German broadcasting corporation in using the new, computer-based studio software. I also assisted broadcasting staff in overcoming teething troubles of the new system.

Quality Consultant and Auditor

Carried out audits on technically and commercially critical projects both inside and outside Logica. The scope of the audits covered the quality of project management, technical solution and the achievability of the business objectives. My recommendations resulted in changes in managerial and technical areas. These changes contributed to the success of the projects.

Consultant (Database design)

Team leader for developing and implementing the data model for an integrated Ingres/ArcInfo database. Responsible for coaching new staff on the project. Specifically responsible for the project quality procedures and for the subsystem ensuring data integrity between the databases.

Consultant (Systems conversion)

The team I worked in was responsible for mapping the consequences of converting local systems for the registration of foreigners to a new national system. My responsibilities included design of conversion programs, development of an overall test plan and information analysis for additional and supplementary subsystems.

Consultant (Directory Assistance Speech System)

Assisted the client in writing a complete plan for development and introduction of a speech recognition/voice response application for the Dutch Directory Assistance Services organisation. The plan covers all aspects from initial prototyping through roll-out.

Test co-ordinator (Marketing Information System)

Specific responsibilities included developing an acceptance test plan, monitoring execution of this plan; planning and monitoring the production and execution of test specifications by the test team; planning and monitoring the production and execution of interface tests.

Logica 1998-1999

The courts in the Netherlands are responsible for their own IT-facilities - even though a central IT-department exists to assist them. In order to ensure continuity of the services, central monitoring of the activities has taken place.

Logica, 1997-1998

"Facilitair Bedrijf Arbeidsvoorziening" is the services organisation supporting the Dutch national jobcentre. As the jobcentre had to start co-operating with related services, the IT department had to reorganise in order to be able to cope with the changing requirements resulting from the co-operation.

Logica 1995

Logica supplied the software for running audio- and video broadcasts to the new studio of "Rundfunk Berlin-Brandenburg" in Potsdam. The software is a customised version of Louth's ADC-100 system.

Logica, 1995-1999

Logica was the first systems house in the Netherlands to achieve ISO-9000 certification. The Quality Consultancy Unit provides specialist skills in audits and project management both internally and directly to clients.

Logica, 1995-1996

The ER-C project provides the Dutch ministry for the environment (VROM) with data concerning pollution sources and destinations.

Logica, 1995

The project Koppeling VAS-GBA comprises the introduction (in one of the Dutch Police Regions) and the subsequent tailoring of a new national system for registering foreigners.

Logica, 1994-1995

The project aims to realise a Speech Recognition/Voice Response system for the Operator Services organisation run by the Dutch Network Operator.

Logica, 1994

The (20 man year) project involves interconnecting a series of systems for PTT Telecom in The Netherlands. The system resulting from this project is used for analysing both sales and network traffic.

Consultancy (voice response banking system)

Team member of a client's team with the task of enhancing a Voice Response Application for providing balance information by ordinary telephone. Specific responsibilities included global design, quality control, training client team members, defining system and network tests.

Logica, 1993, 1994, 1995

This series of small projects involves enhancing a voice response system which Logica delivered earlier on the basis of a fixed price fixed date contract

Systems tester

Member of the System Test group of a large (100+ man years) project at the Polish Ministry of Finance in Warsaw. Specific responsibilities included quality control on test specifications and providing consultancy to system developers on how to achieve better conformity to the Functional Specifications.

Logica, 1993

The system is a complete implementation of the new Polish tax system on Bull mini computers in Oracle. The system is developed (as a fixed price, fixed date contract) under the auspices of the IMF.

Consultancy (Application Engineering)

Performed Application Engineering consultancy on a maintenance project at a major Dutch bank. Responsibilities ranged from design and coding to drawing up of a plan for design and implementation of a major overhaul of two mission critical systems. Also responsible for feasibility studies for change requests and for Quality Control on work delivered by team members.

Logica, 1993

The work carried out concerned systems currently running in an IBM mainframe environment. The databases involved contain data concerning over 7 million accounts.

Technical manager (voice response application)

Technical manager on a project designing and implementing a Voice Response application within very tight time scales. The complete system was delivered on time and fully compliant with the client's wishes. Specific responsibilities included global design of the system, database design and system performance.

Logica, 1992-1993

The voice response application provides a major bank's clients with up-to-date balance information via normal telephone.

Project member/manager (Banking application)

Project member on a \pm 50 man years project for administration of overdrawn accounts of Postbank clients.

Logica, 1991-1992

The Incasso System runs in an IBM mainframe environment. It handles an average of 150,000 overdrawn accounts per day (out of a total of 7 million accounts).

Project manager of the Logica part of the Incasso Project. Also responsible for integration and acceptance testing of the subsystems.

Team leader (SCADA pipeline monitoring and control)

Team leader of the PML (Point Manipulation Language) and PODDIA (POints Database DIAlogue) Subsystem teams, peaking at five persons. Apart from team leading responsibilities also responsible for subsystem design, integration and testing.

Logica, 1990-1991

CCP-New/ARGOS was a large (200+ man-years) project replacing and integrating several operational systems in the Dutch national gas control centre.

Previous experience

Joined the Royal Netherlands Navy in 1984 as a programmer. After that, I have held the following positions:

- Database Administrator;
- Consultant training and education;
- Assistant Quality Engineer;
- Systems manager VAX systems for all Navy sites (including shipboard).

Royal Netherlands Navy (KM), 1984-1990

Most computing-related work in the RNN is carried out on a project basis. Most of the projects I worked on are linked to logistics management for the RNN, such as VAS, VPA (for single units, e.g. ships and barracks); VBS, a system for managing food-budgets for RNN units and several other systems for Navy Operations.

PERSONAL DETAILS

Reinier Paul Frederik Sjouw, born in 1962, married, 1 child.; Trainer British Guides in Foreign Countries; First Aider since 1991; Juggler and balloon-artist since 1998; founder of balloonacy.nl.

EDUCATION

B.Sc in Computer Science (1989, "Gemeentelijke Avond-HTS Den Haag"). Numerous professional courses, e.g. "Effective management", Cortex, Probaat, Prince2.

LANGUAGES

Dutch (mother tongue)
English (fluent)
German (fair/basic)
French (basic)

CONTACT DATA

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